

## OBSERVATION REPORT #109 - REVISED

**KPMG Consulting is unable to replicate certain Maintenance and Repair Metric values as reported by Verizon on the Carrier-to-Carrier Report.**

### Issue

As part of the PMR3 (Metrics Calculation) test, KPMG Consulting attempted to replicate the values as reported on the March and April 2001 CLEC Aggregate Carrier-to-Carrier Report based on the NJ Final Carrier-to-Carrier Guidelines. KPMG Consulting discovered the following discrepancies in the Maintenance and Repair domain.

**Table 1: Maintenance and Repair Metrics on the March 2001 CLEC Aggregate Carrier-to-Carrier Report which KPMG Consulting was unable to replicate:**

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding
					Verizon	KPMG	
MR-2-02	Network Trouble Report Rate – Platform	UNE	POTS	Percentage	1.63	1.68	Verizon populated values incorrectly on C2C Report.
				Numerator	35	34	
MR-4-04	% Cleared (all troubles) within 24 Hours - Raritan	Retail	POTS	Denominator	16281	12388	Verizon populated values incorrectly on C2C Report

**Table 2: Maintenance and Repair Metrics on the April 2001 CLEC Aggregate Carrier-to-Carrier Report which KPMG Consulting was unable to replicate:**

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding
					Verizon	KPMG	
MR-4-04	% Cleared (all troubles) within 24 Hours - Raritan	Retail	POTS	Denominator	17160	11467	Verizon populated values incorrectly on C2C Report.

### Assessment

As KPMG Consulting is unable to consistently replicate metrics values, KPMG Consulting cannot verify that the Maintenance and Repair metrics values reported by Verizon on Carrier-to-Carrier reports are accurate.

*This observation report is for discussion purposes only and is subject to change without notice.*